

4-27-05


3713
aw

Attorney Docket No. FINL-005/00US

PATENT

Express Mail Label Number: EV459983591US

Date of Deposit: April 26, 2005



I hereby certify that this paper or fee is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date indicated above and is addressed to the Mail Stop Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

By: 

Daxmara Sanchez

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of: Daniel K. Burgin et al. **Confirmation No.:** 8505

Serial No.: 09/944,676 **Art Unit No.:** 3713

Filed: August 31, 2001 **Examiner:** Christman, Kathleen M.

Title: "SYSTEM AND METHOD FOR AUTOMATED END-USER SUPPORT"

Mail Stop Amendment
 Commissioner for Patents
 P.O. Box 1450
 Alexandria, VA 22313

TRANSMITTAL OF RESPONSE

Enclosed are the following documents in response to the Office Action mailed on march 14, 2005 for the above-identified application:

- ☒ Amendment/Response
- ☐ Petition for Extension of Time
- ☐ Request for Approval of Drawing Changes
- ☐ Information Disclosure Statement
- ☐ Notice of Appeal
- ☐ Associate Power
- ☐ Revocation and New Power
- ☐ Change of Address
- ☐ Return receipt postcard
- ☐ Check No. ___ in the amount of \$ for the total fee as calculated below
- ☒ Other: Postcard

The fee has been calculated as follows:

	NO. OF CLAIMS		EXTRA CLAIMS	RATE	FEE
Total Claims	17	- 20 =	0	x \$50.00	-
Independent Claims	3	- 3 =	0	x \$200.00	-
If multiple dependent claims are presented, add \$360.00					-
Total Amendment Fee					-
If small entity status is applicable, subtract 50% of Total Amendment Fee					
Other fees: (specify)					
TOTAL FEE DUE					0

☐ A check for the total fee is attached.

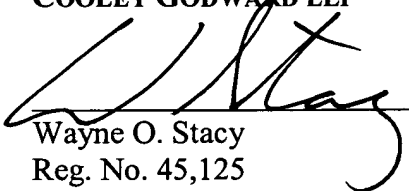
☐ Please charge \$ to Deposit Account No. (PA) 03-3117 (RE) 50-1283 for the total fee. This paper is being submitted in duplicate.

The Commissioner is hereby authorized to charge any appropriate fees under 37 C.F.R. §§1.16, 1.17, and 1.21 that may be required by this paper, and to credit any overpayment, to Deposit Account No. 50-1283.

COOLEY GODWARD LLP
ATTN: Patent Group
One Freedom Square
Reston Town Center
11951 Freedom Drive
Reston, VA 20190-5656
Tel: (720) 566-4125
Fax: (720) 566-4099

Respectfully submitted,
COOLEY GODWARD LLP

By:


Wayne O. Stacy
Reg. No. 45,125

Attorney Docket No. FINL-005/00US

PATENT

Express Mail Label Number: EV459983591US

Date of Deposit: April 26, 2005

I hereby certify that this paper or fee is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date indicated above and is addressed to the Mail Stop Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.



By: _____

Daxmara Sanchez

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of: Daniel K. Burgin et al.

Confirmation No.: 8505

Serial No.: 09/944,676

Art Unit No.: 3713

Filed: August 31, 2001

Examiner: Christman, Kathleen M.

Title: "SYSTEM AND METHOD FOR AUTOMATED END-USER SUPPORT"

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313

AMENDMENT/RESPONSE TO OFFICE ACTION

Sir:

In response to the Office Action of March 14, 2005, please amend the above-identified application as follows:

Amendments to the Claims are reflected in the listing of claims which begins on page two of this paper.

Remarks/Arguments begin on page seven of this paper.